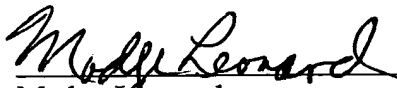




EXPRESS MAIL CERTIFICATE

"Express Mail" Label No. : EL894963546US  
Date of Deposit : September 11, 2001  
Serial No. : 09/898,573  
Applicant(s) : Reddick, Charles et al.  
Filing Date : July 3, 2001  
Title: : SOFTWARE SUPPORT GUIDE SYSTEM  
AND METHOD  
Examiner : Unknown  
Group Art Unit : Unknown  
Type of Document(s) : Information Disclosure Statement (in duplicate)  
Form PTO/SB/08A  
One (1) Reference  
Return Postcard

I hereby certify that the documents identified above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and are addressed to the Assistant Commissioner for Patents, Attn: Box DD, Washington, D.C. 20231.

 (signature)  
Madge Leonard



EL894963546US  
PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application of : Charles E. Reddick et al.  
Serial No. : 09/898,573  
Filed : July 3, 2001  
For : Software Support Guide System and Method  
Examiner : Unknown  
Art Unit : Unknown

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Assistant Commissioner for Patents  
Attn: Box DD  
Washington, D.C. 20231

**INFORMATION DISCLOSURE STATEMENT**

Dear Sir:

Pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the references listed on the attached Form-PTO/SB/08A. Copies of the references listed on the attached form are submitted herewith.

This Information Disclosure Statement is being submitted prior to the mailing of a first Office Action in this application, therefore, no certification fee is required (37 C.F.R. § 1.97b(3)).

Applicant respectfully requests that the references listed on the attached form be expressly considered by the Examiner and be made of record in the application and appear among the "References Cited" on any patent to issue therefrom.

Respectfully submitted,

9/11/01  
Date

J. Michael Boggs  
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Reg. No. 46,563

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